

**FEATURING BEST PRACTICES  
OF STATE AGENCIES AND INSTITUTIONS OF THE  
COMMONWEALTH OF VIRGINIA**

**Internal Revenue Service (IRS) Security  
IRS Security Monitoring and Training Program**

**Department of Social Services  
implemented this best practice  
in November 1995**

*Qualifying under the  
Best Practices catalogue*

3 Provide Capabilities  
32 Support resources  
322 Enhance/upgrade organizational capabilities

6. Process Classification Number:

**Best Practice Summary  
(how it works, how you measure it)**

A program was put into place in 1995 to bring Division of Child Support Enforcement district offices, as well as DCSE central office, into compliance with Internal Revenue Service security requirements regarding release of information. Procedures were written, a checklist was developed, and the offices were assisted with the implementation of the procedures and requirements, then monitored for compliance during the following year and each year thereafter. New district offices were given training in IRS security, and ongoing employee awareness is conducted. A training session was conducted at each district office during calendar year 1999.

## **Impact on the Process Organizational Performance (OUTCOMES)**

The Division of Child Support Enforcement was audited in July 1997, and the results of the audit were very favorable. The suggested corrective action was minor, and was implemented promptly. The IRS has since used Virginia DCSE as a resource for other states who are looking to improve their compliance rate with IRS requirements. The individualized district training has assisted staff in answering customer calls regarding tax intercept payments. Because of Virginia's high compliance rate with the IRS, other Federal agencies have expressed an interest in allowing Virginia to match their data with Virginia's delinquent non-custodial parents.

### **Best Practice Qualification**

Virginia was commended by the Internal Revenue Service for having a high compliance rate with their security guidelines. The IRS has suggested to other states that the Division of Child Support Enforcement within the Virginia Department of Social Services be a resource in setting up their monitoring program for IRS security. This division has also been used as a resource by other divisions within the Department of Social Services, as well as the Federal Office of Child Support Enforcement and some private child support agencies.

### **For Additional Information**

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